



Department of Medical Assistance Services  
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[www.dmas.state.va.us](http://www.dmas.state.va.us)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All Mental Retardation Community Services providers participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the Mental Retardation Community Services Medicaid provider manual

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**SUBJECT:** Update to the *Mental Retardation Community Services* Provider Manual

**UPDATE:** MR-01-02

**DATE:** 10/31/2002

The purpose of this memorandum is to provide revised pages for your Mental Retardation Community Services Provider Manual. The attached table shows the changes to the manual. Please insert the new pages and retain the attached table.

Chapters II, IV, V, and VI have been completely revised.

The amendments to Chapter II include additional information about provider enrollment; update the information on requests for participation; add that providers may not bill DMAS or clients for broken or missed appointments; refer providers to the section titled "Maintaining Records" in Chapter 4; define the Case Manager requirements for the provision of MR Targeted Case Management; and update the criteria for the provision of MR Waiver services.

The amendments to Chapter IV update the information related to all MR Waiver services, including the addition of several services, and details the requirements for the provision and reimbursement for these services, such as information on the authorization of MR Waiver services.

The amendments to Chapter V update information on the provision of DMAS forms which are no longer provided in quantity; provide the current information on the electronic submission of computer-generated invoices; and update information necessary for the completion and submission of claims. In addition, special billing instructions have been added for the Client Medical Management Program, and the sample form for ordering forms has been deleted from the "Exhibits" section.

The amendments to Chapter VI provide revised information on utilization review and control, including general information, review and evaluation overview, fraudulent claims, and referrals to the Client Medical Management Program.

Please review these changes carefully.

**COPIES OF MANUALS**

DMAS publishes searchable and printable copies of its provider manuals and Medicaid memoranda on the Internet. Please visit the DMAS website at [www.dmas.state.va.us](http://www.dmas.state.va.us). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to see Medicaid memoranda. The Internet is the fastest way to receive provider information.

**"HELPLINE"**

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachment (1)

***MENTAL RETARDATION COMMUNITY SERVICES MANUAL***  
**REVISION CHART**  
**October 31, 2002**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter II	Entire Chapter		Entire Chapter	10/31/02
Chapter IV	Entire Chapter		Entire Chapter	10/31/02
Chapter V	Entire Chapter		Entire Chapter	10/31/02
Chapter VI	Entire Chapter		Entire Chapter	10/31/02

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	